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# MICEtalk

Meetings • Incentives • Conferences • Events

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# editorial

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**MICE**talk  
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Dear Reader,

The MICE industry is increasingly gaining ground across geographies. Even as technology and webinars gain popularity, face-to-face interactions continue to be the ultimate form of connectivity. Countries are continuously innovating on MICE services that they can offer to consumers, facilitating the development of their cities in this direction. In this issue, we strive to identify popular MICE destinations and the plenitude of incentives and amenities they offer.

Our will to explore takes us to favoured MICE destinations of Germany, already in the top league and ranking number one in Europe.

Asia is not far behind. Indonesia already offers a wide array of business destinations and also aims to develop its leisure options to attract more business travellers. India, too, holds immense potential for growth of the MICE sector. The Indian MICE industry is very strongly linked to tourism and hospitality. Maharashtra, home to the film industry of the country, also serves as a key business hub. Besides Mumbai, the undeniable leader in the sector, cities of Pune, Nashik, Nagpur, and Aurangabad also have more to offer.

The MICE industry is really weathering the storm, with a significant growth in the number of events and venues. The search is on for more innovative technology that further stimulates the need for face-to-face meetings. The Indian market is also likely to witness the coming in of more specialist companies that provide consultancy services to customers, apart from providing logistics and hospitality products.

What makes adding a personal touch to formal communications simpler? Our etiquette expert, Shital Kakkar Mehra, answers some pertinent questions that help draw a fine line between personal and formal. With an increasing number of companies employing off-site consultants to help support the workforce, our counsellor, Shivani Misri Sadhoo, shares tips on attending to them in a way that keeps the workflow seamless.

Keep reading and giving your feedback to us at:  
[micetalk@ddppl.com](mailto:micetalk@ddppl.com)

## PUBLISHER & EDITOR

SanJeet

## MANAGING EDITOR

Peden Doma Bhutia

## ASSOCIATE EDITOR

Kanchan Nath

## ASSISTANT EDITOR

Jessy Iype

## DESIGN

Raashi Ajmani Girdhar

## ADVERTISING

Gunjan Sabikhi  
Sanjiv Chopra  
Karishma Khanna  
Jaspreet Kaur

## ADVERTISEMENT DESIGNERS

Vikas Mandotia  
Nitin Kumar

## PRODUCTION MANAGER

Anil Kharbada

## CIRCULATION MANAGER

Ashok Rana

## MUMBAI: ADVERTISING

Harshal Ashar  
Priyanshu Wankhade



DDP Publications Private Limited

### New Delhi:

72, Todarmal Road,  
New Delhi-110001, India  
Tel: +91-11-233 44179,  
Fax: +91-22-22070131  
E-mail: [micetalk@ddppl.com](mailto:micetalk@ddppl.com)

### Mumbai:

504 Marine Chambers, 43  
New Marine Lines, Mumbai  
400 020, India  
Tel: +91-22-22070129,  
22070130  
Fax: +91-22-22070131  
E-mail: [mumbai@ddppl.com](mailto:mumbai@ddppl.com)

### UAE:

P.O. Box: 9348, Sharjah, UAE  
Tel: +971 6 5528954, Fax:  
+971 6 5528956  
E-mail: [uae@ddppl.com](mailto:uae@ddppl.com)

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# NEWS



## Tourist on e-visa to get free SIM cards

■ Dr. Mahesh Sharma, Minister of State for Tourism & Culture, Govt. of India, in collaboration with BSNL and Telco, launched welcome kits with pre-loaded SIM cards for the benefit of foreign tourists visiting the country. "The sim cards have been preloaded with about ₹50 talktime and 50mb data so that they can connect with their loved ones after landing in India," Sharma said. The kit is currently available at T3, Indira Gandhi International Airport and will subsequently be rolled out to 15 other airports where e-visa facility is accepted. Tourists can avail the free sim card from the Bureau of Immigration at the airport after filling out an information form.

## Singapore Airlines 4th weekly flight to take off from Ahmedabad from March 26

■ Singapore Airlines announced the launch of its fourth weekly flight from Ahmedabad to Singapore, starting March 26, 2017. All flights will be operated by the Airbus A330-300 wide-body aircraft. David Lim, General Manager India, Singapore Airlines, commented, "The new service will provide travellers a much sought after weekend departure window." Indian travellers can redeem a complimentary S\$20 Changi Dollar Voucher at all participating shops, restaurants and lounges when they transit at Singapore Changi Airport. Indian nationals can also avail of one-way, Visa Free Transit Facility for up to 96 hours in Singapore with a valid onward ticket and a valid visa from selected countries.



## Czech Republic Visa Application Centre in Ahmedabad



■ The Embassy of the Czech Republic and VFS Global have launched a Czech Republic Visa Application Centre in Ahmedabad. The centre was inaugurated by H.E. Milan Hovorka, Ambassador of the Czech Republic to India, at a ceremony on January 9, 2017. Ahmedabad is the seventh city in India where VFS Global has launched a Visa Application Centre for the Czech Republic, in the last one year.



## Qatar Airways to unveil new Business Class seat

■ Qatar Airways will unveil a new Business Class seat at ITB Berlin exhibition, to be held from March 8-12, 2017. Qatar Airways group chief executive Akbar Al Baker, said: "At this year's ITB I look forward to sharing the revolutionary new patented Business Class seat with the travel industry and worldwide media, alongside many other new and exciting developments to our network." ITB Berlin, is an annual event, showcasing range of travel exhibitors from 187 countries and five continents.



## Radisson Blu Faridabad offers space for meetings

Radisson Blu opened in Faridabad with 124 rooms. The hotel is owned by the Eros Group and will be managed by the Carlson Rezidor Hotel Group. Radisson Blu Faridabad features elegant and spacious meeting facilities complemented with state-of-the-art technology. The hotel features a pillar-less Grand Ballroom to accommodate up to 1,000 guests. Guests can stay connected with free high-speed wireless internet and concierge services. Raj Rana, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group said, "We are confident the hotel will have a strong appeal to business and leisure travellers and will further broaden our footprint in the key cities."



## Zoom Air launches Delhi to Durgapur flight

Zoom Air became the 10th scheduled carrier in India with its inaugural flight from Delhi to Durgapur. It is the only airline that flies to Durgapur. The daily operations will ply on the Delhi-Kolkata-Durgapur sector. The service would further be extended to Amritsar in the afternoon followed by an evening service between Delhi-Surat-Bhavnagar-Delhi. The CRJ 200LR aircraft is a 50-seater with 2X2 complete premium economy seater.



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# NEWS

## Vistara launches services to Amritsar and Leh

■ Vistara has announced the addition of Amritsar and Leh to its network, starting March 1, 2017, and March 25, 2017, respectively. Vistara will fly direct flights from Delhi to the holy city of Amritsar from March 1, 2017, and from Mumbai, starting March 8, 2017. The airline will operate direct flights between Delhi and Leh on weekends from March 25, 2017 and thereafter, increase the frequency to daily flights starting May 10, 2017 onwards.



## Andaz Delhi Aerocity opens with 37,500 sqft of meeting spaces

■ Hyatt Hotels Corporation has announced the opening of Andaz Delhi, marking the Andaz brand's first hotel in India and 16th worldwide. Andaz Delhi opens with a partial inventory of its residential-style 401 guestrooms, including 45 suites. The hotel will also offer 129 serviced apartments, expected to open next year. Represented in world-class cities like London, New York, Tokyo and Shanghai, Hyatt's luxury lifestyle brand celebrates local culture and the unique spirit of neighborhoods, and is now set to make its mark in India's vibrant capital with the opening of Andaz Delhi in Aerocity. The hotel offers 37,500 sq. ft. (3,484 sq. m.) of meeting and event spaces.



## Poland to host 3<sup>rd</sup> International Congress on Ethics and Tourism: UNWTO



■ The third International Congress on Ethics and Tourism will be held in Poland, on April 27-28, 2017. Organised by the World Tourism Organisation (UNWTO) in collaboration with the European Commission (EC) and the Government of Poland, the event will highlight the shared responsibility of all stakeholders in promoting a more sustainable tourism sector.



## TCEB to plan a roadshow in Japan in March

■ The Thailand Convention and Exhibition Bureau (TCEB) will organise a roadshow 'Thailand Connect: Japan Business Events Road Show' in Tokyo, Japan to offer incentive packages to attract more MICE business to the Kingdom. The event would take place in Tokyo on March 2 and 3, informed Nopparat Maythaveekulchai, President of the TCEB. The roadshow aims to showcase Thailand's MICE industry to more than 200 buyers, suppliers, international media, and industry experts.



# More power to **WOMEN IN MICE**

With Women day around the corner, we see how even in the highly-paced industry of travel and events, the ladies have definitely made a mark

According to a report by Amadeus-Frost & Sullivan, women business travellers, pegged at 25 per cent of the total, are set to rise by 891 per cent by 2030. There are several travel companies that offer specially designed women-specific packages keeping in mind their interest, choices and preferences. The size of these travel groups are generally small and comes with lots of benefits, such as specially selected women-interest activities, supportive and relaxed atmosphere, chance to explore new territories, make new like-minded friends and renewed self-confidence. The women only tours can also be seen as a treat to overworked women and housewives who get an opportunity to escape their monotonous routine and enjoy a sense of fulfilment.

According to the WTM Global Trends Report 2016, in association with Euromonitor

International, released at World Travel Market London, tourism in India is helping to empower women by providing unique employment opportunities.

## WAVE OF CHANGE:

- Female taxi-driver services: She-taxi, which operates in Kerala for female-only clients, using women-only drivers.
- In celebration of International Women's Day in 2016, Air India Flight 173 flew from Delhi to San Francisco with an all-female crew, making it the longest flight staffed entirely by women in history.
- Indian travel clubs and tours for women, such as Women on Wanderlust and Girls on the Go, organise all-women trips all over the world.
- Safety apps such as Ridesafe, offer tracking, emergency messaging and route deviation detection.



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# Innovating MICE with **GERMANY**

Germany's strong position in key global technologies, its excellent infrastructure and good value for money speak for themselves. From venues, to attractions, accommodation and other services, Germany offers it all and much more

**Kanchan Nath**





Germany is the geographic and economic centre of Europe. It is not only the EU's largest economy and market but, with its nine borders, it is also a hub for the growth markets of Central and Eastern Europe. The country ranks as the number one location for trade fairs and Europe's optimum location for conferences and conventions. As a MICE destination, it is already in the top league, ranking second world-wide and number one in Europe.

Sharing numbers, **Romit Theophilus**, Director-Sales and Marketing, GNTO India, says, "Germany's perception as a favourable leisure and MICE destination has been growing in India. We have witnessed a steady growth in visitor overnights from India to Germany in the past few years. From January to November 2016, the country witnessed an encouraging 7.8 per cent growth accounting for over 7,00,000 visitor overnights over the same period in 2015."



Romit Theophilus





“Germany offers a plethora of venues and off beat locations ideal to host conferences”

#### CONNECTIONS FROM INDIA

India is very well connected to many cities in Germany, via several carriers including Lufthansa, Air India, Qatar, Etihad/ Air Berlin, Air France KLM amongst others. Numerous airlines offer special fares for group movements that can be very lucrative.

#### EVENT-FUL GERMANY

Germany offers a plethora of venues and off-beat locations ideal to host your next event or conference. From hidden gems such as the town of Gorkitz, which has served as the backdrop for several award winning Hollywood movies, to The famous Freidrichstadt Palast or the glamorous

show theatre in Berlin. Apart from Berlin, Munich Hamburg, Stuttgart, Cologne, Leipzig and many other cities are popular MICE destinations.

#### BUSTLING BERLIN

The capital city of Berlin weaves together the grandeur of politics, culture and business. One of Berlin's greatest advantage is that it has the largest number of hotels in Germany. More than 130.000 beds are available in around 800 hotels and value for money is excellent. Options include elegant superior properties such as The Regent Hotel Berlin, the Scandic Berlin Potsdam as a sustainable accommodation provider or Estrel Berlin, Europe's largest hotel and convention complex.

With a turnover of €217 million in 2010, **Messe Berlin** is one of the 10 highest performing trade fair organisers in the world with its own exhibition grounds. Located in the city centre, it offers an area of 160,000m<sup>2</sup> indoors and over 100,000m<sup>2</sup> outdoors for global trade fairs such as ITB Berlin, International Green Week Berlin, Fruit Logistica and InnoTrans.

#### MEETINGS IN MUNICH

Organisers will be spoilt for choice in the Bavarian capital with 350 different options catering for any requirement from congresses to incentive activities. Locations range from Munich's Olympic Stadium or brewery halls and events spaces at the Residenz Palace or prestigious conference hotels to modern, functional design venues and the city's international congress centre.



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“ *The city’s main convention venue CCH Congress Center Hamburg is centrally located* ”

Messe München International as the city’s trade fair company operates the **Messe München Exhibition Centre** plus the ICM (International Congress Centre Munich) and MOC exhibition centre, with a combined events space of 470,000 square metres.

Munich’s 430 hotels and guest houses not only provide about 38,000 rooms in a wide range of categories but also stand-out events spaces: Bayerischer Hof, Le Meridien München, Maritim Hotel München and Sheraton München Arabellapark Hotel are among the popular conference hotels.

#### **HAMBURG — GERMANY’S PORT**

Boasting a major international port, Hamburg is the economic centre of northern Germany. The more than 70,000 events taking place in Hamburg each year are a testament to the city’s credentials as a MICE location. Hotel capacity has grown considerably over recent years with 53,000 rooms. Apart from luxury hotels such as Louis C. Jacob or properties reflecting the city’s maritime heritage such as Hotel Hafen Hamburg, there are also modern design hotels (e.g.,

25 hours Hotel Number One, Barceló Hamburg, East Hotel).

The city’s main convention venue **CCH Congress Center Hamburg** is centrally located near Dammtor train station and right next to the beautiful Planten un Blomen Park. About 160 conventions and meetings, such as Seatrade Europe Cruise Convention, World Publishing Expo or Intermodal Europe, are organised here each year.

#### **STUTTGART — AUTOMOTIVE POWERHOUSE**

Stuttgart’s standing as one of Europe’s pre-eminent centres of business and innovation is reflected in the outstanding location and hotel infrastructure it offers to organisers of meetings and congresses. It’s future-oriented concepts for sustainability also make the region a destination of choice for green meetings. With almost 188,000 square metres capacity for green events it is regarded as a competence centre for sustainable meetings and congresses.

Convention venues include the **ICS International Congress Centre** with a capacity for up to 10,000 delegates and **Stuttgart Exhibition Centre**, the **Liederhalle Cultural and Congress Centre** and





## VISITOR OVERNIGHTS FACT FILE

Germany has witnessed steady growth in visitor overnights. From January to November 2016, it saw an encouraging 7.8 per cent growth accounting for over 7,00,000 visitor overnights over the same period in 2015

around 250 other congress centres, conference hotels and event locations. Apart from different options for events of all sizes, Stuttgart's congress region also caters for individual style requirements.

### COLOGNE

Cologne, the city renowned for its breathtaking cathedral, has 165 MICE venues with more than 1,000 rooms for different purposes, including 20 event centres, 54 conference hotels and 91 event locations. Together with hotels of each category and altogether 32,000 beds, Cologne also provides an exceptional array of diverse event locations such as museums, mansions, film studios, historical factory buildings, event ships as well as palaces and castles in the surrounding area.

**Koelnmesse** the no. 1 trade fair venue for numerous industries and enjoys excellent domestic and international transport connections. It offers the ideal platform for exhibitors and trade professionals. With 284,000m<sup>2</sup> of hall space and an outdoor area covering 100,000m<sup>2</sup>, the modern and versatile exhibition centre in Cologne is the fifth largest in the world. Over 44,000 exhibitors and 2.5 million visitors attend events organised by Koelnmesse every year.

### LEIPZIG

Conference organisers have long stopped seeing Leipzig as an insiders' tip but appreciate it as a sought-after meeting place for top-flight congresses. For many years the conference city has presented a profile that is likewise modern and traditional, vibrant and diverse, hospitable and unforgettable. **Leipziger Messe**, the Leipzig trade fair company, and the **Congress Centre Leipzig** were the first major German trade fair and congress centre to be awarded the Green Globe seal for sustainability. The Congress Centre Leipzig can accommodate 3,700 people at the CCL and 15,000 people in the fair trade hall. The possible exhibition space includes - CCL - 3,650 sqm and Exhibit Halls - 100,000 sqm.





Dr. Anette Biener

# Frankfurt Calling

**Dr. Anette Biener**, Manager, International Tourism Marketing, Frankfurt Tourism, elaborates Frankfurt's potential as a MICE city for the Indian market

## MAIN CONVENTION CENTRES

The main convention centres and event venues in Frankfurt city centre are: Trade Fair Frankfurt Venue, Festival Hall of Trade Fair, Congress House "Kap Europa", Old Opera House, Congress Center of Trade Fair, Festival Hall of Botanical Garden and Palais Frankfurt, City hall "Römerhallen".

## AIR CONNECTIVITY

There are direct flight connections with Air India and Lufthansa from Mumbai, Delhi and Chennai to Frankfurt. In addition, there are plenty of stop-over connections with Turkish Airlines, Emirates and Qatar.

## INDIAN MARKET

Taking a glimpse of the overnight stays from India in general: There is a plus of 16.52 per cent with 89.464 overnight stays from India. The Indian market is developing very dynamic. And these figures show the important role of India in terms of travelling – MICE and leisure - for Frankfurt.

The Indian MICE travellers are not yet under the top ten in Frankfurt but in the next five years they might be. For leisure travellers, we recommend the Frankfurt City Card, cruising on the Main River and shopping. India is an important future market for Frankfurt.

## BREXIT OPENED NEW MICE AVENUES

Brexit opened new MICE opportunities in Frankfurt. For 2016, 37.0 per cent of the 109 companies surveyed expect further improvement of business developments, while 54.3 per cent expect the overall situation to remain stable. Only

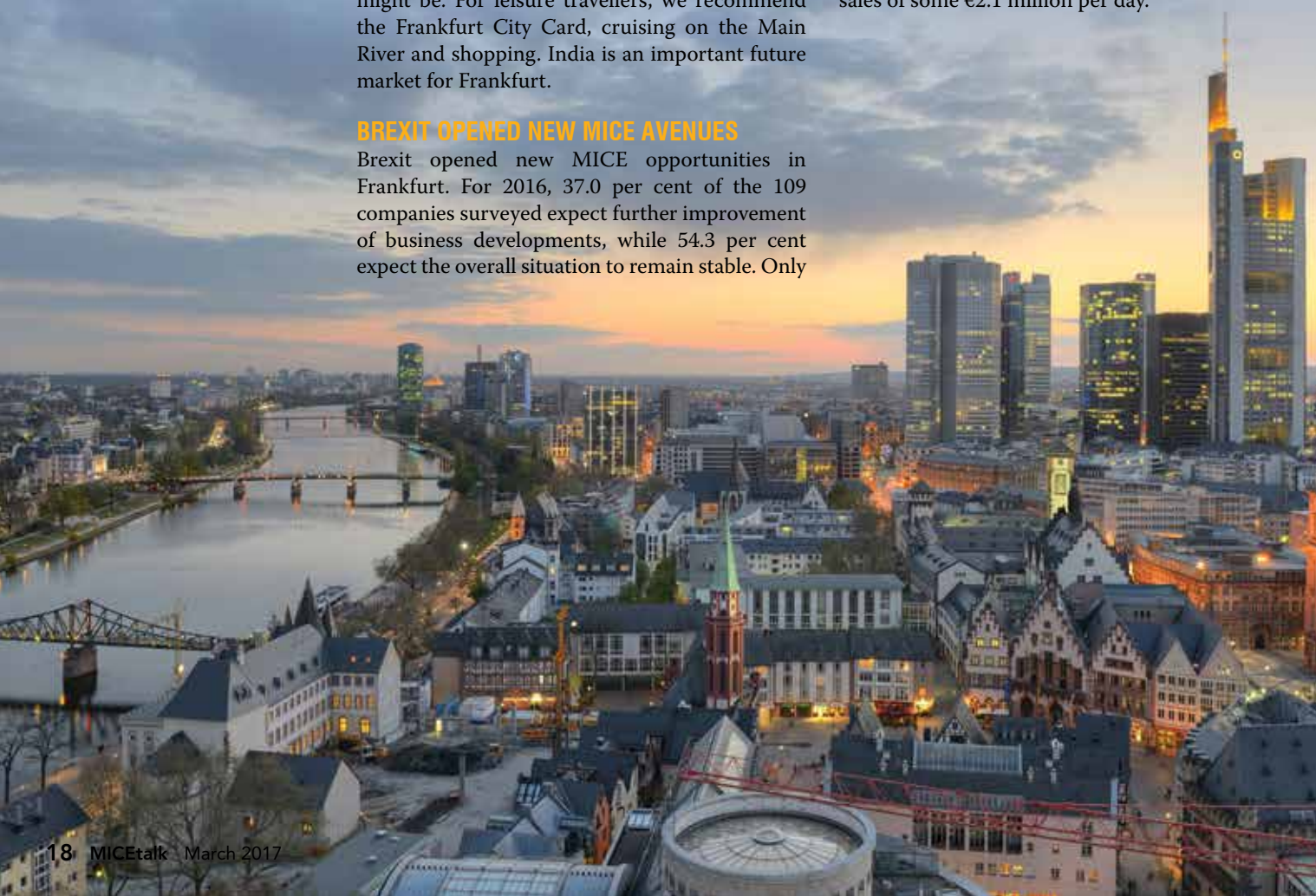
## MAIN SOURCE MARKETS

Approximately 15 per cent of conference organisers hail from overseas. Great Britain remains as the leading country of origin, followed by the USA and Switzerland. China continues to be an important future market, while in the next five years, the Indian market might be under the top ten

8.7 per cent of the institutions surveyed expect negative business development. Frankfurt's congress and conference venues looks to leap into the future positively.

## ECONOMIC BENEFITS FROM MICE

Frankfurt's congress and conference industry's turnover in 2015 was €783,238,102. Compared to 2014, turnover rose by some €20.8 million, an increase of 2.7 per cent. Guests therefore spent an average of €177.00 everyday, generating overall sales of some €2.1 million per day.





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# Unravelling the **BUSINESS IN MICE**

**Robin Lokerman**, Group President, MCI, has been driving the company's expansion outside Europe since 2007. Under his leadership, MCI has registered impressive growth globally. In an interview, he gives us insights on the current MICE trends

**Kanchan Nath**



Robin Lokerman

**Can you tell us about the group plans for MCI?**

MCI is the largest meetings and events organiser in the world. Today, we have 60 offices in 30 countries. We organise more than 5,000 meetings and events around the world. Originally, we are a Geneva-based Switzerland company. We became a leader in Europe and in the last ten years have built our global story. In 2015, we launched in USA, which will hopefully be a big growth market for us. It is a unique country because the clients make global decisions, so we believe that our business will be fruitful to our offices overseas. In India, we have four offices. Headquartered in Delhi, we are also in Mumbai, Hyderabad and Bengaluru. India is one of our growth markets.

**How is e-Visa going to change the Indian MICE landscape?**

I think the e-Visa concept is fantastic, but to be honest the application process online is still fairly

cumbersome. The process should be simplified. I really applaud the government for the e-Visa, first for the tourist visa and now for the MICE visa.

**How is MICE growing globally?**

Asia is still a huge growth market for MICE. Our study shows that it's about a 10 to 15 per cent annual growth of MICE spends by corporates in the Asia market, which includes India. There has been a slowdown because of the Chinese economy slowing down. The Middle Eastern market too has decelerated largely due to oil prices, due to which the government spending has gone down. The government plays a key role in the whole spending and sponsorship of MICE business in the Middle East.

**What are the global trends for MICE in 2016, continent wise?**

Europe is flat at the best, slightly declining, while USA is bouncing back. That was before



the elections, now, we must see and observe the changing trends. If USA is changing its position, it will have a big impact. From the corporate perspective, corporate business and association business, before the elections was really growing rapidly. The domestic market is growing, but we have to see how the international market is coping.

Latin America is scoring well although some of the economies like Brazil are not doing so well. The MICE industry is really weathering the storm. There is still a significant growth in number of events and venues.

In South Africa, there was a huge boom, but in the last few years, it has tapered off a lot. Africa traditionally has been a resource based economy. But I feel once the global economy starts becoming more active and China becomes more growth minded again, Africa will become stronger again.

#### **How is Brexit going to impact MICE?**

Some of the organisations will move from UK to Europe. A lot of it will have to do with the exchange rates, depending on how that will iron out. The UK

technologies, are stimulating the need for face-to-face meetings rather than taking it away.

#### **What new technologies will impact meetings all over the world?**

I think digitisation is a huge aspect of our lives today. Project Managers need to become very well versed in digital technologies to augment face-to-face interaction digitally and to facilitate and enhance it. Taping content and repackaging that online or at other meetings is having a huge impact on our business. It's much more about the content of the events and how can we extend the lifecycle of that content.

#### **Which is the most popular destination for MICE in ASEAN?**

In ASEAN, Singapore is by far the leading destination for MICE; however, there are some new markets that are coming up. Kuala Lumpur (KL), Malaysia is very impressive, and Vietnam is doing extremely well. Thailand has traditionally been a very popular MICE destination. The rising star is Indonesia; we see more and more meetings going to Indonesia, especially Bali.

“

*We need to move our whole industry from the hospitality sector into the business sector*

”



will have to renegotiate all kinds of new contracts with the European countries. They will end up with very similar contracts that they have now on similar regulations. The whole problem in Europe is the refugee crisis. Once all of that gets resolved, I think the Brexit impact will be minimal on the overall industry. Some meetings might move from the UK to Europe, but then if UK gets cheaper some meetings will move from Europe to the UK.

#### **Will technology become the disruptor for MICE, with meetings being taken over by online webinars?**

We live in a hyper connected world. So the more people get connected, the more they want to integrate and engage with each other. Face-to-face meetings are the ultimate form of connectivity. With web meetings, smaller internal corporate meetings of groups between 10 and 15 have been replaced. We believe that all these connecting

#### **What do you think is important for a country to grow for MICE, especially in terms of India?**

Compared to a lot of the other developing and maturing markets, Indian MICE industry is very strongly linked to tourism and hospitality. I always say that yes we use the infrastructure of the hospitality industry, but our end clients are either looking at knowledge transfer or marketing and business development opportunities. Our end clients have business objectives.

We need to move our whole industry from the hospitality sector into the business sector. In Europe or USA, we see the MICE or the meetings industry; in Australia, they call it Business Events. The Indian market will also see many more specialist companies that are providing consultancy services to the customers.





# UNDENIABLY INDONESIA





The country is now opening up newer destinations for MICE as well as leisure in order to offer companies more options of incentives during business trips

### Hazel Jain

Despite being a long-haul destination for India, Indonesia still manages to remain a popular destination for us – not just for leisure but also for MICE. The free visa-on-arrival facility is to be credited but also for the vast options that the destination provides. Apart from Bali and Jakarta – the main touch points for India – the country is starting to promote newer spots by highlighting its convenient domestic connections as well as its tourist attractions, hotels and MICE facilities.

Speaking of which, Indonesia is a convenient and fresh option. It offers great facilities in cities or on resort islands, fascinating culture, outstanding natural beauty, with international standard services in 16 main MICE destinations: Jakarta, Bali, Surabaya, Medan, Batam, Padang, Bandung, Yogyakarta, Semarang, Makassar, Manado, Solo, Lombok, Bintan, Palembang and Balikpapan.

### MUMBAI-JAKARTA DIRECT

To ease travel time between the two countries, its national carrier Garuda Indonesia has started Jakarta-Mumbai direct flights via Bangkok. Aircrafts operated for this route are Boeing 737-800 NGs that have a total capacity of 162 passengers comprising 12 business class seats and 150 in Economy. Garuda Indonesia's Jakarta-Mumbai flight GA 862 via Bangkok operates three times weekly on Mondays, Wednesdays and Fridays. To promote other cities for tourism and MICE, the airline is also promoting its domestic connections within Indonesia. The airline flies to 63 domestic destinations.

### VENDORS APLENTY

Significant changes began to appear in Indonesia after 2011 when several world-class organisers

such as UBM, REED, Tarsus and VNU entered Indonesia. Now, Indonesia boasts of many local Destination Marketing Companies who ace in organising big events.

1. Pacto has over 47 years' experience in the MICE sector. It has 17 business units supported by a network of offices throughout Indonesia's main destinations in Bali, Jakarta, Yogyakarta, Bandung, Surabaya, Medan and Makassar. It has handled a broad range of meeting and incentive groups from 25 to 1,000 delegates in the automotive, pharmaceutical, insurance industries and many others. Its clients include Mercedes, Hyundai and Nissan, and Allianz Indonesia.
2. Diorama Travel Management is a wholesaler for inbound tour operator that runs the SIC (Seat-In-Combined) packages in eight destinations within Indonesia.
3. API focuses on exhibitions, conducting

### GARUDA'S NEW CONNECTION

The flight departs Jakarta at 5:55 am local time and arrives in Bangkok at 9:25 am local time. It then leaves Bangkok at 10:20 am local time and lands in Mumbai at 3 pm local time. The Mumbai-Jakarta flight GA 861 will also fly three times a week. It will depart from Mumbai at 5:35 pm local time, and arrive in Bangkok at 9:55 pm local time. It will depart Bangkok at 11:35 pm local time and arrive in Jakarta at 3:05 am West Indonesia Time

# Shop till you drop

Indonesia is second to none when it comes to shopping. Its factory outlets for international lifestyle brands next to indigenous handicraft shops are an exciting way to de-stress from a day's work

There is no dearth of shops and malls in Indonesia. Whether it is lifestyle products or local handicraft, visitors will find the choice as well as the price intriguing. Shopping in Indonesia cannot be complete without visiting the many factory outlets in Bandung. There are four main areas in Bandung for these factory outlets – Jalan Setia budi, Jalan Riau, Dago District and Cihampelas area.

The **Rumah Mode** factory outlet is the mother-of-all factory outlets. It gets super crowded on weekends and holidays so picking a weekday for this would be a good idea. Weekends are also famous for the traffic jams on Bandung roads so these two days are avoidable. Since it is the largest factory outlet in Bandung, most of the locals and even Indonesians from other parts of the country come here to shop. The long line of shops selling denims on Cihampelas Street is also interesting.

Bali is another shopping haven but for completely different reasons. While it has many modern malls, the best buys from Bali are souvenirs and locally made handicraft products. The Celuk viilage is known for its gold and silver jewellery made by local artists. One can even see them at work.



The **Mas village** is close to Ubud in Bali and houses wooden craftsmen who produce fascinating work of art. Discover superb collection of wood art that span traditional forms to modern interpretations of classic Balinese scenes.

Jakarta, being the capital city, has many malls and shopping options. **ITC Mangga Dua**, one of the city's many retail landmarks, cannot be missed. It is huge! Resembling a factory building more than a mall, ITC Mangga Dua is

packed with stalls selling everything from clothes, bags, home décor, food, etc. It forms only one part of the colossal Mangga Dua shopping district which consists of six main shopping centres – Mangga Dua Mall, Harco Mas Mangga Dua, Mangga Dua WTC, ITC Mangga Dua, Dusit Mangga Dua and Pasar Pagi Mangga Dua.

Hundreds of shops are crammed onto six levels. The wholesale centre operates from 10am to 6pm.

national to international scale exhibitions in Indonesia. It has more than 15 years of experience in the exhibition industry.

4. Smailing Tour DMC is a one stop-solution for all travel needs in Indonesia, whether it is leisure, group travel or MICE.
5. bali4us.com is one of Bali's biggest MICE organisers. It specialises in small to big scale meetings and incentive groups in Indonesia.

## INDONESIA'S MICE DESTINATIONS

Indonesia has equipped its convention centres and hotels with state-of-the-art facilities to optimise the MICE experience. It is supported by the Directorate at the Ministry of Culture and Tourism in the facilitation of venue information

and quality control of conference sites.

## JAKARTA

Jakarta is the capital city of Indonesia and its most populous city. It is a key location for the country's commerce, business, and entertainment industry. It is the centre of Indonesia's exhibition industry.

### Major venues include:

- Balai Sidang Jakarta Convention Centre is located in Jakarta's business district. It offers 5,000 pax plenary space and 31,606 sqm exhibition, meeting rooms, VIP lounges and a business centre.
- Jakarta International Expo with 12,000 pax plenary, 120,000sqm exhibition space.
- Jakarta (Alam Sutera) Int'l Exhibition and Convention Centre (JIECC) with 18,000 pax plenary and 60,000 sqm exhibition space.
- Indonesia Convention Exhibition or ICE with 100,000 sqm exhibition space.

“Indonesia has equipped its convention centres and hotels with state-of-the-art facilities”





## INCENTIVE TRIP IN BALI

One of the popular hotels in Bali, The Westin Resort Nusa Dua, recently hosted an incentive trip for Amway India distributors. This annual event saw more than 1,000 delegates who enjoyed activities such as a tour of the island, a beach carnival and cultural presentation. The highlight of the trip was a gala dinner and cultural entertainment for Diamond and Elite Members hosted in the elegantly-appointed Mangupura Hall at Bali International Convention Centre (BICC)

**Hotels include:** 32,552 Hotel Rooms from international brands and local chains under 24 five stars, 32 four stars, 48 three stars, 35 two-stars and 23 one-star hotels.

**Air Service:** Currently serves connections to 67 international cities

## BANDUNG

Bandung is the third largest city in Indonesia, with its economic activity centered on tourism, manufacturing, textile/apparel, technology, retail, services, and financial sectors. It is also considered to be the creativity and learning centre for Indonesia and has long been a primary MICE city, having hosted Indonesia's first international convention and the world's first Asian-African conference. It has direct flights from Kuala Lumpur and Singapore.

**Major venues include:**

- Bandung Convention Center with 1,644 pax



plenary and 18,600sqm exhibition space

- The Venue Concert Hall with 3,500 pax main hall
- Sasana Budaya a Ganesha (Sabuga) Convention Hall with 2,500 pax auditorium, five meeting rooms, 3,630 sqm exhibition space

**Hotels include:** Eight five stars hotels, 35 four-stars, 73 three-stars, 56 two-stars and 27 one-star hotels.

## MEDAN

Medan is North Sumatra's capital, the third largest city in Indonesia. It is one of the three key points of entry into Indonesia with good connectivity to regional and domestic destinations. It has ferry services to Penang (Malaysia) and Satun (Thailand).

**Major venues include:**

- JW Marriott with 1,200 pax plenary
- Aryaduta with 1,000 pax plenary
- Grand Aston City with 2,500 pax plenary
- Medan International Exhibition & Convention Center that has 3,500sqm of exhibition space





**Hotels include:** 6 five stars, 12 four stars, 14 three stars, 20 two-stars and 24 one-star hotels.

### SURABAYA

Surabaya is the capital of Indonesia's East Java province, and the country's second largest city.

**Major venues include:**

- Jatim Expo with 5792 sqm hall
- Gramedia Expo or Gramex with 2750sqm hall plus two convention halls totalling 1,140 sqm
- Grand City Convention Centre with a total of 8,260 sqm
- JW Marriot Hotel with 1,500 pax plenary

**Hotels include:** 6 five stars, 12 four-stars, 39 three-stars, 15 two-stars, and 18 one-star hotels.

### BALI

Almost 50 per cent of Indonesia's meetings/events taking place in Bali.

**Major venues include:**

- Bali International Convention Centre located in Nusa Dua offers 2,500 pax plenary, 2,668 sqm space
- Bali Nusa Dua Convention Center offers 5,000 pax plenary, 12,000 + 4,800 (phase 2) sqm exhibition.

**Hotels include:** 51 five-stars, 53 four-stars, 52 three-stars, 23 two-stars and 20 one-star hotels with a total of 55,000 hotel rooms.

### YOGYAKARTA

Is the main point of entry to central Java. Its economy is largely based on fishing and agriculture, along with a growing services sector.

**Major venues include:**

- Jogja Expo Center offers 17,090 sqm exhibition



and meeting space

- Hyatt Regency with a ballroom that can accommodate 1,000 pax

**Hotels include:** 5 five-stars, 8 four-stars, 11 three-stars, 8 two stars and 10 one-star hotels.

### BINTAN

The island's economy is centred on tourism, leveraging its close proximity to Singapore, white sand beaches, and natural attractions. In addition, Bintan has an industrial park and its own Free Trade Zone.

**Major venues include:**

- Bintan Agro Beach Resort and Oceanic Spa (250pax)
- Angsana Bintan (130 pax)
- Bintan Lagoon Resort (400 pax)

**Hotels include:** 352 hotels catering to various budgets in Bintan, ranging from Club Med Bintan to youth travel lodgings.

### GOOD TO KNOW

Travellers with Indian passports are granted visa-free facilities.

**“ Fifty per cent of Indonesia's meetings/events take place in Bali ”**



the business travel magazine

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For further details, please contact:

### Delhi:

Sanjiv Chopra: [sanjiv.chopra@ddppl.com](mailto:sanjiv.chopra@ddppl.com), +91 96503 11775

### Mumbai:

Harshal Ashar: [harshal@ddppl.com](mailto:harshal@ddppl.com), +91 9619499167  
Priyanshu Wankhade: [priyanshu@ddppl.com](mailto:priyanshu@ddppl.com), +91 9619499170



# A day out in **THE PARK**

Dubai Parks and Resorts is enticing MICE travellers with its unique offerings. With an 856-seater capacity at Rajmahal, theatre at Bollywood Parks, a multi-purpose venue of 20,000 sqft at Riverland, one ballroom, seven meeting rooms and boardrooms at Lapita Hotel, it just gets better for MICE travellers!

**Kalpana Lohumi**







**Y**ou are travelling for that business meeting, but what if your trip turns out to be a leisure experience, from the reel to the real world? This is what the Dubai Parks and Resorts, a £2.8 billion mega-theme park, promises.

Comprising of three theme parks; a Hollywood-inspired park called Motiongate Dubai, regions' first Legoland and world's first Bollywood theme park based on some of its biggest blockbusters named Bollywood Parks Dubai, sprawling over 30.6 million square feet, this entire destination is connected by Riverland™ Dubai; a uniquely themed retail and dining district, and a Polynesian themed family hotel Lapita Hotel.

Riverland offers full event-planning services which make the destination a backdrop for a picturesque wedding, and exciting birthday celebration or a corporate outing.

"Lapita Hotel specialises in pairing luxurious meeting rooms with impeccable service and catering to create unforgettable meetings. The meeting rooms arouse the essence of Polynesia with naturally-lit spaces highlighted by culturally relevant motifs. From exclusive board

## BUSINESS SERVICES

- Copy services
- Secretarial services
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- Post/parcel
- Full business center, onsite
- On-site business center is staffed
- Fax service
- Translation
- Boarding pass printing station



**Marcel Hendriks**  
General Manager  
Riverland at  
Dubai Parks and Resorts

meetings to product launches or corporate-wide celebrations, we ensure all meetings and events are executed beyond one's expectations," informs **Marcel Hendriks**, General Manager, Riverland at Dubai Parks and Resorts.

The meeting space offers a dedicated conference team and coordinator to each special event, group activities, intimate meeting space with outdoor space, lush private gardens for private functions and breakouts, 710 metre square





“

*Dubai Parks and Resorts, is meant for frequent individual, MICE and group travellers*

”

Tamure ballroom that can be split into four sections, seven meeting rooms, total indoor space of over 2,200-metre square and outdoor event space TBC.

From the perspective of catering provisions for events and conferences, Hendriks, adds, “We have a separate kitchen and have a hotel ballroom. Each park has possibilities to host and cater any kind of events and we are totally prepared for any mice business.

When asked about offering any corporate incentives for MICE, he says, “We will not bring any standard rate and every business will be negotiated accordingly as every MICE business depends on the season, size, food and beverage, etc. Hence there are many things we need to consider for every MICE business, so whenever we will have a MICE enquiry, we will negotiate accordingly.”

### Bollywood Parks Dubai

Located just before the Dubai-Abu Dhabi border in the United Arab Emirates, the park features cinematic rides, thrilling attractions and entertaining live shows that bring to life the action, music, dance and drama of Bollywood. This 856-seater state-of-the-art theatre, boasts an opulent setting where Dubai will experience region’s first Broadway style Bollywood show. The theatre offers six categories of seats that are



**Thomas Jellum**  
General Manager  
Bollywood Parks Dubai

### OFFERINGS

- Currency exchange is available 24 hours a day at the reception desk — major foreign currencies only. Cash withdrawal on credit card is not permitted (due to credit card company regulations)
- Lapita offers complimentary valet parking, 24 hours a day (at the owner’s risk)

spread across two levels and a private upper box area. While the lower two levels will host 736 seats positioned for a closer view, the private box area holds 120 seats that flaunts a private entrance and a balcony view. “We have Rajmahal theatre for a seating capacity for 1,000 seats can be used also as the venue for destination weddings, family destination and adventure. Dubai Parks and Resorts, £2.8 billion mega-theme park, is meant to be for frequent individual travellers, MICE travellers and group travellers, informs, **Thomas Jellum**, General Manager, Bollywood Parks Dubai.

### Motiongate Dubai

Commenting on how they are promoting the





facility as a events and MICE venue, **John Hallenbeck**, General Manager, Motiongate Dubai, says, “Especially for Motiongate Dubai, we have three of Hollywood’s legendary film studios to bring cinematic adventure to life – DreamWorks Animation, Columbia Pictures and Lionsgate. We are able to host events for approximately 15,000 people. We will be offering parks for selective film shooting, and have a lot of opportunities to use. One could shoot many different scenes as well at many different places and all at one space. We will be participating in WHO Convention and IITE this year also.”

“We have possibility to do events along certain themes in the park such as Christmas, Diwali, to name a few to make the parks interesting around the year,” he informs. Coming to the connectivity, he explains, “It is strategically located on Sheikh Zayed Road, midway between Dubai International Airport (63km) and Abu Dhabi International Airport (68km), and only 20km from the Al Maktoum International Airport in Dubai.”

### Themed Restaurants at Motiongate

- **Baby Brent’s Luncheonette:** Inspired by Cloudy with a Chance of Meatballs, super-sized food crashes into this Italian restaurant featuring pizza, pasta, salads and more.
- **Slimer’s Diner:** Inspired by the Ghostbusters,

this is an all-American style diner featuring sandwiches, salads and fun treats like Slimer’s Slush.

- **Hotel Beastro:** Inspired by Hotel Transylvania, this gothic style restaurant features favourites like burgers, chicken tenders and salads.
- **Kung Fu Panda, Mr. Ping’s Noodle Fling:** an Asian-inspired restaurant with foods from the Far East including noodles, rice dishes and more.
- **Madagascar, King Julien’s Sideshow Café:** dine under the ‘big top’ with a filling menu of crispy chicken, wings and fish and chips, plus entertainment for diners featuring the cast of Madagascar.
- **How to Train Your Dragon, Dragon Flame Grill:** a Viking-inspired restaurant with hearty foods such as curries, shawarmas and delicious desserts.
- **Shrek, The Candy Apple:** the only full-service restaurant, this tavern-style restaurant brings a fine-dining experience with grills, seafood dishes, salads and more.
- **Peeta’s Bakery:** serving freshly baked goods and aromatic coffees, inspired by The Hunger Games’ 74th victor.



**John Hallenbeck**  
General Manager  
Motiongate Dubai





Let's talk business in  
**MHARA**



**Kanchan Nath**

India is headed as the optimum MICE sector both as the market (domestic and outbound) and as a destination (inbound). The state of Maharashtra is coming up as a suitable MICE destination with a plethora of opportunities for making the business thrive in its commercially suited cities of Mumbai and Pune and more.

**MYRIAD OFFERINGS**

Talking about MICE and its varied offerings in Maharashtra, **Valsa Nair Singh** IAS, Principal Secretary Tourism and Culture, Government of Maharashtra says, "Maharashtra Tourism Development Corporation aims to become a major player in this segment wherein, it provides suitable infrastructure - an impressive combination of accommodation and other conference support facilities to hold successful meetings, incentives, conferences and exhibitions. Our objective is to establish the state as a dynamic business-event destination, where an ecosystem of ideas, people, and technology flourishes, which draws on vibrant knowledge and wide networks. The main convention cities in Maharashtra are Mumbai, Pune, Nasik, Nagpur and Aurangabad. Progress till date has been exponential and will see tremendous growth in the coming year."

**ZEROING IN ON THE TARGET**

Concentrating on targets she adds, "The India Convention Promotion Bureau, under the aegis of Ministry of Tourism, is looking to garner a two per cent share of the global conventions market by 2025, from its current share of 0.68 per cent. Additionally, state governments of Maharashtra are making it a priority to become MICE friendly by enhancing infrastructure, connectivity, facilities and security."

She adds, "Mumbai is also a key business hub and home to a number of national and international companies and regional

headquarters. The city is well equipped with business hotels and convention centers to cater to business tourists. Leisure arrivals are driven by the tourist attractions available in Mumbai and Aurangabad circle. These range from heritage sites, including the Ellora caves, to regional sites such as Shirdi."

**CONNECTING IT RIGHT**

Elaborating on the good connectivity, she reiterates, "Maharashtra airports are making a mark at the global levels. Mumbai is regarded as the best international airport in the world. Connectivity by railway and roadway to all regional, metro and national destinations is also very convenient."

Enumerating new MICE offerings she adds, "Reliance Jio Park is currently our new project with all MICE facilities coming up in Maharashtra. The work is still going on at the Experience Center and it will be opened soon. The 13,000-sq m Jio Garden is two-storey one with a state-of-the-art parking lot below it. Each parking level has an area of 33,546 sq metres and a total of 2,000 vehicles can be accommodated in the lot. The garden has a multi-purpose, non-toxic synthetic turf and 'panic buttons' have been installed on pillars inside so that women can use them in emergencies."

Highlighting the viability of Tier-2 she concludes, "Venue availability is cheaper, tax is lesser in rural and non metro cities, while the connectivity is excellent in all Tier-2 places. The Pan-India 'Airport-drive' will change the travel landscape of the country and the way people travel."



Valsa Nair Singh

“Reliance Jio Park is a new project with MICE facilities coming up in Maharashtra”

With state-of-the-art five-star facilities and upcoming venues, the state of Maharashtra remains the go-to destination for MICE, share senior officials, select MICE agents and hoteliers

# SHTRA





**Yusuf Poonawala**  
Head, Bharat Deko  
Cox & Kings

### NEW OFFERINGS

The other destinations that are attracting MICE groups are Imagica, Lavasa and Ambey Valley. Imagica is an international standard theme park near Mumbai, Pune and Lonavala, Imagica Theme Park offers entertainment, fun, action, relaxation, dining and shopping at a single location. Lavasa, situated in the Western Ghats of Pune, makes a perfect tourist destination, because of its enchanting panorama.

Apart from its natural surroundings, it offers a plethora of activities like trekking, mountaineering, camping and water sports. Ambey Valley in Lonavala provides you with a soothing experience with a stay in lush-greenery.

However, the state needs to focus on strengthening the infrastructure in terms of making the destination more accessible, developing more venue options with adequate entertainment facilities and implementing single window clearance system to host an event at any venue.

### LIQUOR POLICY OF THE STATE

As per the liquor policy of the state, the legal age for alcohol consumption is 25, and all residents of the state must obtain an alcohol permit to consume, transport, or possess up to 12 units of alcohol. Liquor can be served in hotels with liquor license for MICE groups.

### TRUCK OVER BORDERS

- a. **The owner or person in charge or driver of a vehicle shall**
  - i. Carry with him a tax invoice or a bill of sale or a delivery note.

- ii. Produce the documents before any officer-in charge of check-post and give one copy of the bill of sale and delivery note to the said officer and retain with him the other copy until the termination of movement of goods.
- iii. On entering the state, report at the first situated check-post and while leaving the state report at the last situated check-post and give a declaration to the said officer regarding the goods carried in the vehicle.

### b. If a vehicle is carrying taxable goods

- i. The driver or any other person-in-charge of such vehicle shall furnish the prescribed information and obtain a transit pass, in duplicate, from the officer in charge of the first check-post after its entry into the state or after movement of such goods has commenced from the state.
- ii. The driver or the person in charge of the vehicle shall deliver within the stipulated time a copy of the transit pass obtained, to the officer-in-charge at the last check-post before its exit from the state.

### c. Octroi applicable in Maharashtra

### TIER-2 CITIES MORE VIABLE

Due to developed infrastructure, as well as availability of logistical necessities like land and labour at reasonably cheaper rates compared to the metros, the Tier-2 are gaining more prominence. Pune, Aurangabad and Nagpur are the most prominent Tier 2 cities in Maharashtra which are poised to be the new growth centres for MICE business.

### MTDC'S CHOPPER DARSHAN

MTDC's chopper darshan has also evoked a very good response. There are private yachts available for tourist's leisure trips in Mumbai Harbour.

**“Attractive hill stations, revered holy places, wildlife, gives Maharashtra an edge over the others,”**





## **Priti Khanna** MCI Chairperson India

Maharashtra has been the most sought after destination for domestic MICE as it offers a varied range of cities with their own set of attractions like Mumbai, Pune, Nagpur, Nasik etc. Accessibility from both the halves of the country has also been a considerable reason in the state's popularity. Cosmopolitan culture and food also contribute significantly to the usage of Maharashtra as the MICE destination.

### **MICE OFFERINGS**

The Dhirubhai Ambani International Convention and Exhibition Centre (DAICEC), Bandra Kurla Complex, Mumbai is the new upcoming project, which will be one of the largest facility in the country. This is a mixed development project that will include retail space, service apartments and hospitality facilities. Pune International Exhibition and Convention Centre, Moshi (PIECC), Pimpri Chinchwad New Town Development Authority's (PCNTDA) most awaited and ambitious project, may become a reality too.

### **LIQUOR POLICY OF THE STATE**

Maharashtra has no restriction regards liquor. Taxes are levied on goods that are for sale. In case of material for events and exhibitions a declaration has to be given to the concerned authorities regarding the value and the fact that these goods are not for sale so no taxes should be levied.

### **TIER -2 CITIES ECONOMICALLY SUITABLE**

It is economically viable to conduct events in tier 2 cities because of: Cost of accommodation; Food cost and hall rentals are cheaper as compared to Mumbai. The transportation cost and travel timings are also lesser.

### **PUNE BARS OPEN TILL 4 AM**

Pune is only one of the few cities in India that allows pubs to be open till late in the night, extending till 4 a.m. in the morning.

**“** Pune is only one of the few cities in India that allows pubs to be open till late in the night **”**







**Rajeev Kale**  
President & Country Head - Leisure Travel, MICE  
Thomas Cook India

### RUNNING ON AUTOMOBILE

As per Indian Brand Equity Foundation, Maharashtra accounts for approximately 35.1 per cent of the country's automobile output by value. The state has a well-developed social, physical and industrial infrastructure. Apart from four international and seven domestic airports, the state has two major and 53 minor ports. From a hospitality point of view Lonavala, Alibaug, Karjat are the destinations that have seen a lot of footfalls, whereas cities like Pune and Nashik have been promoted as leisure and MICE destinations.

### INTERSTATE TRANSPORT

As per the government policies, vehicles are required to have All India Interstate Permits. Apart from this, any heavy equipment which needs to be transported from one city to another within the state, needs to pay octroi.

### LEVERAGING MICE

Maharashtra is looking to leverage this and is

focusing on MICE tourism. The government plans to set up a Promotion Board in the state to maximise potential. Conrad Pune and Radisson Karjat are two recently launched properties that cater to MICE enquiries.

### LIQUOR POLICY

In Maharashtra, alcohol is freely available across all hotels and resorts. As per the policy, the properties are required to have proper liquor licenses to serve during the events or at personal parties. Recently, Supreme Court passed an order to ban 150 liquor shops along all national and state highways.

### THE TALE OF TIER 2

The connectivity from major hubs like Mumbai, Pune, Nagpur, Aurangabad through flights to reach to tier 2 cities, is now economically viable. To facilitate big ticket events it is vital that the hospitality infrastructure witnesses more development.

### VINEYARDS FOR MICE

The city of Nashik has several vineyards offering great getaway options and a chance to hold events in a unique way.

“ Apart from 4 international and 7 domestic airports, the state has 2 major & 53 minor ports ”





# MEETINGS IN Mumbai

We unearth the state of Maharashtra whose two suitable cities -Mumbai and Pune- offer a myriad of opportunities, making them ideal for events, wedding destinations along with customisable menus at restaurants.

**Saeid Heidari**  
General Manager  
JW Marriott Mumbai Sahar

## INFLUX OF MOVEMENT

Mumbai being the financial capital has a great influx of movement owing to business.

## CONFERENCING FACILITIES

JW Marriott Mumbai Sahar is equipped to handle large conventions, meetings and weddings owing to the variety of venue offerings. The hotel has 56,000 sq. ft of indoor and outdoor convention spaces. Located adjacent to the International



Airport terminal, it has numerous offerings. Some include:

- **The Grand Ballroom:** Can be partitioned into three independent spaces and has a capacity of 1,000. The partitioned areas can house about 300 persons each.
- **The Junior Ballroom:** Can be portioned into two halves with each individual space accommodating about 120 people.
- The pre-function areas of the Grand and the Junior Ballroom render a sprawling space for a floating crowd of over 1,300.
- **The Boardroom:** Can provide for 825. The hotel has three smaller Studio Rooms too.
- **The Reserve Gardens:** Offer a picturesque outdoor setting for about 1,200 people, while the Dining Theatre can put up for a gathering of 300.



## SPECIALISED CHEFS

JW Marriott Mumbai Sahar houses expatriate chefs with expertise in Thai, Japanese and Italian, Indian, European, Continental and Mexican.

“The market in Mumbai has room for many more convention hotels”

**Manish Daya**  
General Manager  
Novotel Mumbai Juhu Beach

## SOCIAL EVENTS SEEING AN UPWARD SWING

Social event requirements are also seeing an upward swing due to the increase in the spending power. Being a preferred MICE destination with provisions to cater to MICE activities, Novotel Mumbai Juhu Beach enjoys a booking window of three to nine months in advance.

## CONFERENCING FACILITIES

Novotel Mumbai Juhu Beach features nine state-of-the-art meeting rooms spread across over 440 square metres with the capacity to comfortably accommodate up to 600 guests. The pool side also serves as a picturesque venue for corporate/ social lunch and dinners, accommodating approximately 850 guests in an informal setting.

## SPECIALISED CHEFS

We offer a vast array of Italian, Chinese, Indian



“Novotel Mumbai Juhu Beach enjoys a booking window of 3 to 9 months in advance”

and Continental cuisines to our guests. The hotel boasts of six food and beverage outlets, namely the Square—a Pan-Indian all day dining interactive cuisine restaurant. Olivo, an Italian restaurant that features live cooking and authentic Italian wood-fired pizza ovens, is also a sumptuous option.



# PUNE for MICE



**Amit Midha**  
General Manager  
Conrad Pune

## COMPETITIVE PRICING

Pune has been an attractive MICE destination due to its competitive pricing and close proximity to Mumbai. However, the hotel growth in neighbouring cities like Nasik, Aurangabad, Mahabaleshwar, Lonavala, Lavasa is expected to dilute the MICE demand.

## SPECIALISED CHEFS

For conferences and meetings the hotel can cater to any kind of bandwidth from a 100 guests to 1200 at their ballrooms. Under the guidance of Chef Mandar Madav, Executive Chef at Conrad Hotel, the hotel offers a varied assortment of local cuisines from the menu of Coriander Kitchen, Pan Asian dishes from Koji and Masu and finally the desserts are created by Executive Pastry Chef Saurabh Shahi at Pune Sugar Box.



## CONFERENCING FACILITIES

The 20,000 sq ft of meeting and event space at the hotel features a grand ballroom (8,000 sq ft.), meeting rooms (each 4,000-sq. ft.) seven boardrooms, dedicated entrance, indoor automotive lift, state-of-the-art audio visual technology, intelligent lighting, exceptional service and inspired catering.

“Pune has been an MICE destination due to its competitive pricing and proximity to Mumbai”



**Vishal Singh**  
General Manager  
Hyatt Regency Pune

## RESIDENTIAL MICE

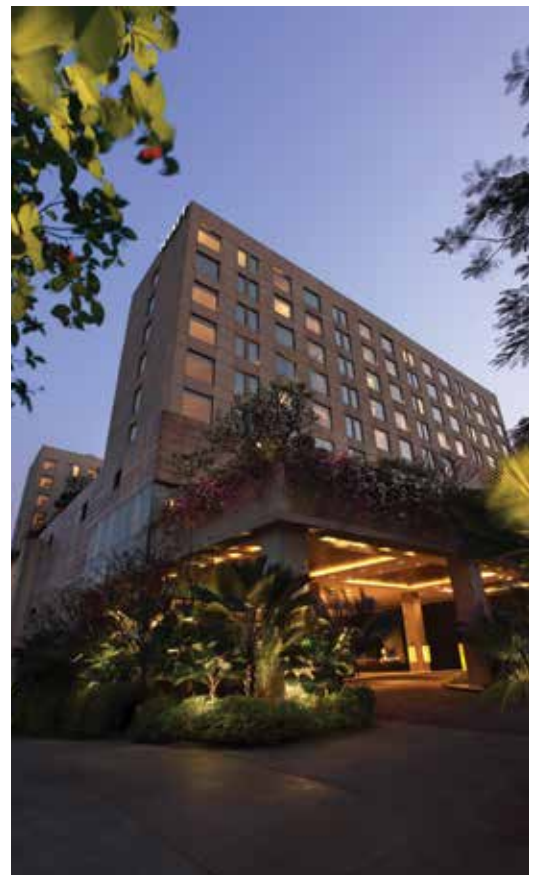
Being an IT and automotive hub, Pune has a huge opportunity for MICE business from corporates in the city. It is also a growing destination for residential MICE events from regional cities like Mumbai, Delhi and a key city for destination weddings.

## CONFERENCING FACILITIES

We presently have a ballroom, a convention center and eight meeting rooms. These spaces can accommodate a total of 10-1,200 people.

## SPECIALISED CHEFS

Extraordinary Hyatt cuisine is showcased through exclusively customised menus. Our specialised chefs feature Italian, Asian and Indian specialty cooks. Enjoy the option of Indian sajankot style with silver service, to western sit downs or a French 14 course menu.



“Pune being an IT and automotive hub, has a huge MICE opportunity from corporates”



# Business Travel is more **TECHNOLOGY-DRIVEN**

**Rakshit Desai**, Managing Director, Flight Centre Travel Group – India, believes that while buyer behaviour is changing, the way industry participants respond is also evolving

**Hazel Jain**

## How has technology changed the MICE landscape in India?

Online players are grappling with a change in model. Historically, they could just buy traffic by advertising or buying keywords on Google. But the migration from a web platform to a native mobile app environment is not obvious whilst confidence levels on customers being able to migrate and be able to use mobile tools and technology is pretty high. About 80 per cent of our business in corporate are institutional in nature. For us the platform moves like it used to sit in the data warehouse. Now, it is in the cloud. Later, it may move to a mobile environment.

## What destinations do you see catching up?

Currently, we see people travelling to UK and US. We also see a fair amount of MICE business starting to go high-end and much more experiential with places like Scandinavia, South Africa, East Africa, Russia, Australia and New Zealand.

## How do you see the market evolve?

We have found that the buyer behaviour is changing and the way industry participants responds is also evolving – it is a much more technology-driven space now. We are talking about enterprise IT solutions, IT integration, and

## EMERGING TRENDS

FCM Travel Solutions along with KPMG released a white paper titled 'Business Travel in India' Emerging Trends & Opportunities. The paper gives a comprehensive glimpse in to where and how business travellers in India are spending. The report also identifies six key business travel trends and reveals new travel behaviours of the future – increasing number of business travellers relying on user generated content and mobile devices. With an increase in online and mobile booking tools and an ever-growing appetite for on-the-go travel management, technology to play a disruptive role



Rakshit Desai

custom development, mobile applications and it's a very fragmented space on the supplier side. We see a fair amount of consolidation taking place as service providers combine to be able to service their customers better.





# Bleisure it up with MICE

Bleisure travel, a portmanteau of business and leisure, is an increasingly popular and smart trend catching up amongst business travellers

**Ankita Saxena**

After completing business meetings or attending seminars, a phenomenon is being observed where travellers are adding up a few extra days and tourist spots to their itinerary.

**Shekhar Chatterjee**, Manager-Operations (Leisure and MICE), Global Connect Travels, informs that according to Visa's 2015 Global Travel Intentions Study, which surveyed the travel habits of over 13,000 travelers worldwide, 16 percent of travellers combined business and leisure on their most recent trip. The majority of these bleisure travellers are young executives. **Saurabh Sanghavi**, Director, Nextourism, adds that according to a BridgeStreet Global Hospitality report, 60 per cent of travellers were reported to have taken bleisure trips, with 30 per cent adding at least two additional days to their trip.

## DURATION OF TRIPS

**Zelam Chaubal**, Director, Kesari MICE, says, "If a business traveller is alone, the trip is extended by a maximum of 1-2 days, whereas if the trip is taken along with family then the average extension period is approximately three days to about a week."





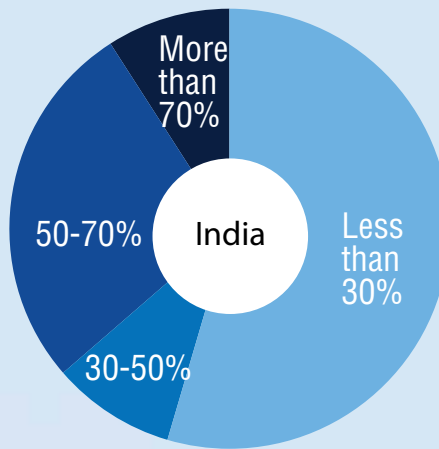
**Rohan Grover**, Managing Director, YourTravelSecretary, adds, "A typical business traveller spends 5-6 days on an average for international business work, however, those who add leisure activities, the duration extends to up to 10-12 days abroad with spouse or family. On 65 per cent of bleisure trips with our company, a weekend was added at the end of the trip, while the others had a start with weekends and a few groups of bleisure kept business sandwiched in two weekends."

### AVERAGE SPEND

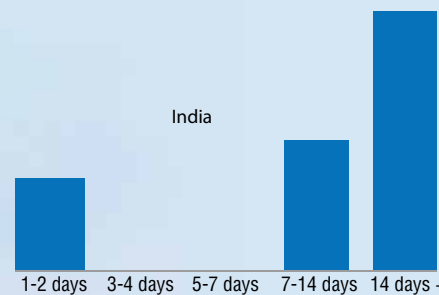
Bleisure travel also owes its popularity to the marginal increase in cost as compared to a separate leisure trip. Sanghavi points out that the average spend of bleisure travellers is ₹50,000-100,000 while Chatterjee says that for a two-three night bleisure trip the average spend of an Indian traveller is around USD200-300 per person. "We have seen a delta of up to 110 per cent in net spend when leisure was taken separately by occasional business travellers as compared to the frequent bleisure travellers who managed with a marginal increase of 10-20 per cent in costs, largely attributed to extended hotel stay at a single destination. Around 30 per cent of bleisure travellers with us added one or more destinations,

## FACTS AND FIGURES

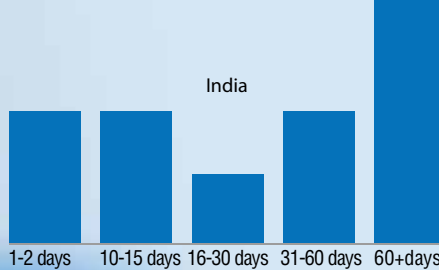
### PERCENTAGE OF ANNUAL TRAVEL FOR BUSINESS



### DURATION OF TYPICAL BUSINESS TRIP BY COUNTRY



### SIGNIFICANT NATIONAL DIFFERENCES ARE REVEALED ONCE THE DATA IS SPLIT INTO PLACES OF RESIDENCE



Source: The Bleisure Report 2014 by Bridgestreet Global Hospitality

especially travellers to Europe, where the average spend increased by USD 500-600 per person," says Grover.

### POPULAR DESTINATIONS ACTIVITIES

With various exhibitions and trade meets being hosted nearby leisure destinations, a twin-fold purpose of increasing footfall to a destination along with business networking is achieved. Chaubal points out that European destinations like Switzerland, Paris, Prague, Rome, Amsterdam; American cities; Bali; the Philippines; Phuket; Maldives are most favoured destinations amongst bleisure travellers. Sanghavi adds Dubai and Singapore to the list. Chatterjee elaborates that the US is the first stop for a bleisure traveller, according a report published by the Global Business Travel Association (GBTA). In 2014 alone, \$288.4 billion was spent on business travel in the US. He further points out that China, Japan, Germany and the UK also make for perfect bleisure destinations. He says, "By far, the three most popular leisure activities are sightseeing, dining and exploring art and culture. Percentage share for various activities is sightseeing-77.2 per cent; dining-66.3 per cent; art and culture-66 per cent; outdoor activities-33.9 per cent; nightlife-34.8 per cent; others-8.3 per cent."

### TRENDS

"Bleisure travellers are almost evenly split between male and female, with most falling into the 45-54-year-old age group. More importantly, the second largest group was 25-35-year-olds, representing millennials accustomed to a blurred, digital lifestyle. "According to trend forecaster Miriam Rayman, millennial bleisure travellers are more likely to turn an evening out into a networking opportunity," says Sanghavi. Chaubal adds that the new trend is to explore the unexplored like offbeat places in Europe, Americas. "The ease of visa, smooth airline connections are primarily checked upon. Business travellers want to explore at least one adventure activity while on bleisure tour," she says. Grover says: "Bleisure should be an economical extension to business travel segment."

*Bleisure travel also owes its popularity to the marginal increase in cost as compared to a separate leisure trip*





# FLOWER Power at Events



Vikaas Gutgutia

Enabling floral décor during special occasions has gained momentum and with easily available services with Ferns N Petals, the industry has procured some innovative trends, shares **Vikaas Gutgutia**, Founder & MD, Ferns N Petals





### Kindly highlight your USP.

Ferns N Petals is the mother brand and FNP Weddings is the sub brand operating exclusively for weddings. We offer entire gamut of services like wedding décor, venue selection, catering, cocktails, lighting, entertainment, photography, trousseau selection and invitation cards. Also, at FNP Weddings we have the largest repertoire of international designers that cater to all the diversified aesthetic needs to accomplish the signature weddings.

### How has the market for corporate flower gifting evolved?

Corporate flower gifting has evolved with the time. People in India are accepting it as emotional and non-price comparable gift. Corporates want to make their Client and employees feel special on their birthdays and anniversaries. Earlier, it was a trend only in MNC but now Indian firms, government and semi-government companies have also started doing it. The trend has witnessed an upsurge in the last few years and according to industry insiders, the estimated market for corporate gifts has reached the ₹12,000 crore (\$2.5 billion) mark.

### What kind of innovative practices have you incorporated as a vendor for events?

Gone are the days when arrangements were all about a string of fresh marigolds twirled around to make a design. Today, most functions are dominated with life size installments of exotic flora from

around the world. Dinner layouts are arranged in long rectangular tables with tall floral arrangements instead of circular table. So, the styling concept is changing with the western influence and exposure and one must keep extreme importance to the minutest of details. Today, weddings are all about living a dream and as a vibrant brand it is quintessential to always be up-to-date and innovative. As a team, we always believe in keeping everything minimalistic, pristine and subtle.

### What are the nuances of providing floral-decor for weddings?

For any wedding, detailing is of utmost importance. Starting from the smallest details to the intricacies of the wedding, a wedding planner has to take care of everything from budget, theme, quality, time-management. Today, weddings are not just functions but have become very elaborate affair which is very challenging to manage and the grandeur of the marriage should match up to the client's expectations.

### Tell us about your growth strategy for the future?

Fixed and extravagant, venues are the demand of the day. With such busy lives, people don't want to take up headache of arranging a separate venue, a different decorator, planner, and caterer and then arrange for resort etc. Therefore, FNP has seven operational venues in Delhi NCR namely The Ritz, The Riviera, Vilasa, Kundan Farms, Shagun Farms, Brij Greens and we have recently added one more- Udman, A boutique resort. We are planning to add up more venues like this in the near future.

### What is your expectation for 2017?

We are planning to open new venues in the near future.



“  
The estimated market for corporate gifts has reached the ₹12,000 crore (\$2.5 billion) mark ”

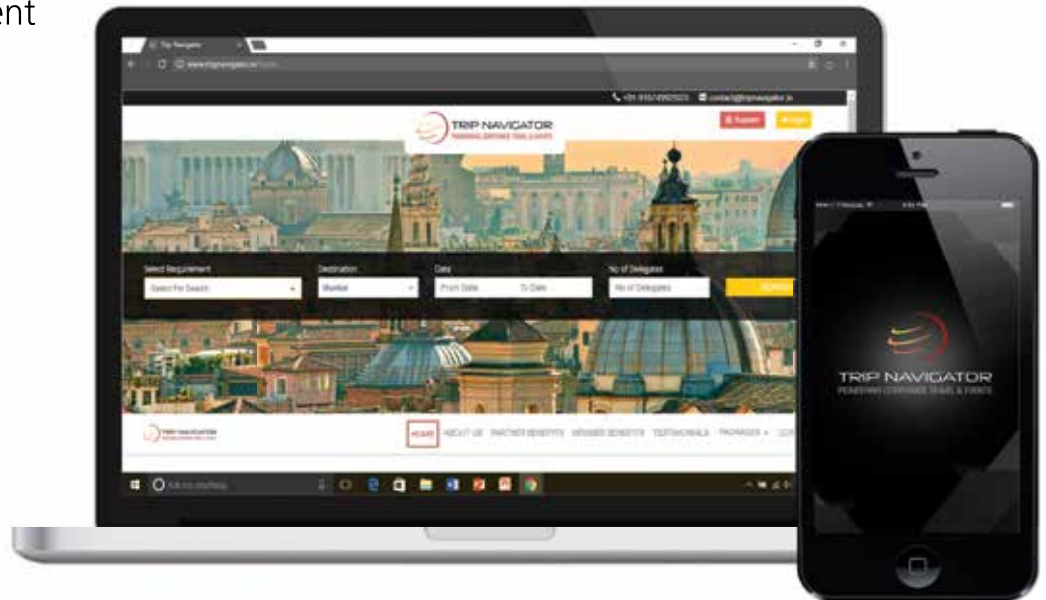


# PLANNING IT RIGHT: TRIP NAVIGATOR

**Gavin D'Costa**, Co-founder & Director – Trip Navigator, talks about the tips involved in planning a good event



Gavin D'Costa



## What is the USP of Trip Navigator?

We are committed to providing our clients and our partners with best-in-class experience. This has translated into creation of our state-of-the-art tech platforms:

- (a) First-of-its-kind, web portal offering end-to-end corporate travel & event solutions for our customers.
- (b) One-of-a-kind mobile application.

## What are the best ways to market an event?

When it comes to marketing ourselves, we think that our good work gets us work. A strong word-of-mouth, then followed up with a smart sales and client servicing team, tops up the business marketing for us. Also, the impact of the online marketing, which always comes handy to create top-of-mind recall.

## How can one plan a good event?

Planning corporate events can be tedious. Tripnavigator.in, our web portal gives planners access to the entire gamut of MICE services in one place, with the ease of viewing, shortlisting, comparing



Trip Navigator is the winner, 'Fastest Growing MICE Company' at West India Travel Awards 2016

rates and accessing the best deals. We know the importance of traveller reviews while making decisions, but unlike the FIT segment, there is no reliable source for reviews for MICE-specific services. We're creating a MICE review platform, so users can make informed decisions and leave feedback.

## How has 2016 been for you and for the MICE industry as a whole?

We have continued to keep up to the pace of doubling our sales figures year on year and have also won the award for the 'Fastest Growing MICE Company' at the West India

Travel Awards 2016. The year also gave us a leap on the technological front, with an online MICE planning portal, which will make life easy for the MICE planners and a mobile application to enhance client experiences while travelling for events. We believe that these platforms will revolutionise the way corporate travel and events are planned and managed.

## What are your plans for 2017?

We plan to innovate and continue providing exceptional services, while building the brand and expand exponentially. We are also launching 'Go Vivaah' our specialised destination-wedding management company, keeping in mind the synergies of this business with the MICE industry.

## What remains the main challenges for conducting events?

Regardless of the size of the event, a flawless management on-ground is a stressful task. To simplify this, we created a mobile application for the participants, which manages everything from tickets, itineraries, express check-ins to hotels, event scheduling, chats, galleries– all in one place. This application works as a smart tool to enhance the client experience.

**“Tripnavigator.in, our web portal gives planners access to the entire gamut of MICE services in one place”**





# Thank You

## THIS FESTIVE SEASON WISH AN ASSOCIATE

While we send personalised greetings to dear ones on various festivals, our business associates should not be left behind, says Shital Kakkar Mehra

**S**ending gifts, cards, personalised greeting mails are some ways to connect with your business associates, partners, peers, competitors during the festival or holiday season. But there are ways to go the extra mile into building the formal relationship, into an informal one. Our etiquette expert guides us into some pertinent questions.

**During the festive season, I send greeting cards to all my clients. Am I expected to sign each card?**

To strengthen bonds in business, handwrite the name of the recipient and personally sign each card, even if your name, company's name and designation are pre-printed. To further personalise the card, add a short customised message for the recipient.

**Our corporate policy allows us to receive certain type of gifts from our business partners. What's the best way to thank the gift-givers?**

Handwritten thank you notes are classic and stand out in today's paperless offices. The next best option is to thank the gift-giver over the phone as it offers you a chance to convey warmth. Another way to select the best option for conveying gratitude is to consider the age of

the gift-giver - 'Baby Boomers' prefer traditional hand-written notes; Gen X is happiest connecting over the phone while Gen Y appreciates animated e-cards/ text messages. Whatever you choose, do ensure that you thank the gift-giver within a week of receiving the gift.

**My wife and I send New Year's greetings via email. What is the correct way to sign as a couple?**

Write your wife's first name, followed by yours and end with your family name e.g. "Anita and Sharad Joshi". In today's progressive world if your spouse has retained her maiden name, sign her full name, followed by yours e.g. "Anita Iyer & Sharad Joshi".

**During the festive season, I receive greetings which are forwarded text messages. Am I expected to respond?**

As forwarded text greetings are not personalised, you are not expected to respond. The same rule applies to all email greetings which are not personally addressed to you.

**View on e-cards**

While e-cards lack the permanence of an old-fashioned greeting card, they are eco-friendly, cheaper to exchange and reach faster.



**Shital Kakkar Mehra**  
Practitioner of Corporate  
Etiquette and International  
Protocol in India

“

*The next best option is to thank the gift-giver over the phone as it offers a chance to convey warmth*

”



# Visa Requirements



## Germany

- ✓ **Passport:** Original Passport with validity of minimum three months (from the date of return) and minimum two blank pages for visa stamping.

a) Copy of pages of passport containing personal information and also pages providing important travel information.

**Please Note:**

- a) Passports issued beyond 10 years will not be accepted by the Embassy.
- b) Attach all your old passports (if any).
- c) Handwritten passports will not be accepted.
- d) Passports with any "observations" will not be accepted.

- ✓ **Schengen Visa Application Form:** Online Visa Application Form to be filled. Print out of the filled form to be attached with application for submission. The link for the form is - <https://videx.diplo.de/videx>

**Please Note:** Only high quality printout of the barcode should be submitted along with the application.

Following forms also need to be duly filled, signed and submitted along with the application

- a) Declaration on true and complete information.
- b) Declaration Form.
- c) Power of Attorney Form.

**Please Note:** Applicant mobile number should be mentioned in visa form as Embassy / Consulate can contact the applicant at any point of time during visa processing

- ✓ **Photo Specification:** Two recent passport size colored photographs with matt or semi matt finish, 70-80 per cent face coverage, white background and without border (Size: 35mm x 45mm).

**Please Note:** Photograph should not be more than three months old, scanned/stapled and should not be used in any of the previous visas.

**Covering Letter:**

- a) Covering letter from company with naming list and passport details of all applicants. The letter should be duly signed by the authorised signatory and taking the guarantee of all applicants that they will return back to India on completion of the tour.
- b) Covering Letter from applicant on business letter head mentioning name, designation, passport number, purpose and duration of visit in brief. The letter should be duly signed by the applicant and addressed to – The Visa Officer, Embassy of Germany, Delhi. Applicant's current address should also be mentioned on Covering Letter where applicant wants passport to be delivered.
- c) Company's (corporate) brief profile.

**Please Note:** The letter should be addressed to The Visa Officer, Embassy of Germany, Delhi.

- ✓ **Invitation Letter:** If going for Business Purpose then

Invitation from Germany along with naming list and passport no of all applicants.

- ✓ **Financials:**

- a) Company's updated bank statement for last six months till date mentioning the Bank's name, Bank's Telephone Number clearly.
- b) Company's ITR for last three years.
- c) Company's Registration Certificate or Memorandum.

- ✓ **Proof of Occupation:**

**Student**

a) An NOC from school on letter head with travel dates. Parent's signature id proof and student's Id card copy. The letter should have phone number and address of school.

**In case of Minor**

b) An NOC by parents.

**Self Employed**

- a) Company Registration Certificate / Certificate of Incorporation
- b) Company's & Personal Bank Statement for last six months till date with bank seal and signature.
- d) Proof of Proprietorship / Partnership (In case applicant is Proprietor / Partner in a firm)
- e) Company's & Personal ITR for last three years.
- f) Dealership proof for all if dealers.

**Employed**

- a) Salary slip for last six months.
- b) NOC from Employer on letterhead with travel dates.
- c) Personal bank statements for last six months till date with bank seal and signature.
- d) Personal ITR for last three years.

- ✓ **Proof of Accommodation:** Hotel confirmation / Guarantee from Host for the entire period of stay in Schengen area and a letter from the tour operator along with the naming list and passport number of all applicants and mentioning that they are doing hotel, ticket, insurance for all the passengers.

**Please Note:** Hotel should match the ticket dates and maximum stay should be in Germany.

- ✓ **Airline Reservation:** Air ticket and day to day travel itinerary with proper dates mentioned on it.

- ✓ **Travel Insurance:** Overseas Medical Insurance for the stay duration amounting to 30,000 Euros to be submitted in original along with the photocopy.

**Please Note:**

- a) Insurance to be done by the Authorised Insurance Companies for the Schengen States.
- b) Insurance should match with travel dates.

- ✓ **New Procedure for Schengen Visa Applications:** Indian

citizens travelling to Schengen countries for short-term (max 90 days in 180 days) will have to visit VFS visa application centre personally to provide biometric data (fingerprints and digital photograph). For subsequent applications within next 5 years the biometric data will be copied from the previous visa application included in the VIS.

Udaan-offices across India (<http://www.udaanindia.com/contactus.html>) can facilitate the following services:-

- Arrange appointment for biometrics at VFS centres as per applicants' convenience.
- Offer expert guidance on the documentation for the relevant visa application.
- Provide 'Meet & Assist' service at VFS centres by our Schengen specialists (24x7)
- Assist in visa fee payments (Online, Demand Draft, Cash)

**Please Note:**

- Prior appointment has to be taken for group submissions. A presentation to be done with Embassy over mail by corporate informing about the group submission.
- Minimum processing time after submission of group is 10 to 15 working days.



## Indonesia

- ✓ The Government of the Republic of Indonesia has waived off Tourist Visa for Indian Citizens and foreign nationals of 75 countries and territories.

This waive is granted for 30 days, non-extendable and cannot be converted into another type of visa (valid for tourism purpose only)

- ✓ Following documents has to be carried at the time of travel.
  - Passport with the validity of minimum six months.
  - Return air ticket.
  - Hotel confirmation.
  - Two passport sized photographs with red background.

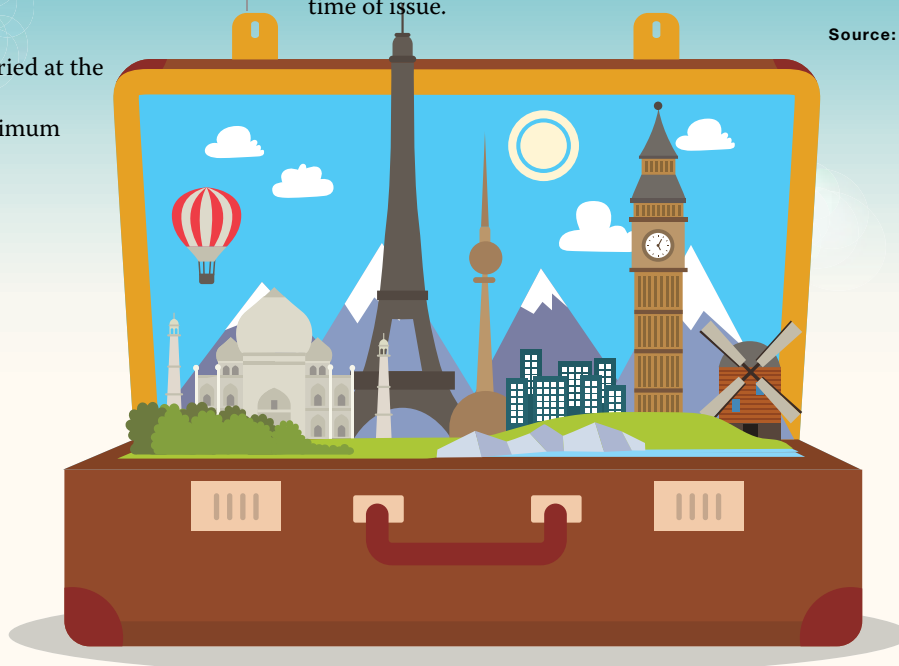


## UAE

- ✓ **Passport:** Copy of first & last page of passport with the validity of minimum six months from the date of travel.
- ✓ **Photo Specification:** Copy of passport size photographs with 60-80 per cent face coverage, light background and without border (Size: 35mm x 45mm).  
**Please Note:** Photograph should not be more than three months old, scanned/stapled and should not be used in any of the previous visas.
- ✓ **Ticket:** Confirmed Return Air Ticket.
  - Visa can be applied online.
  - Duration of Stay : 30 Days
  - Visa is valid for a period of 58 days from the date of issue.
- ✓ **New Rules Announced by the UAE Immigration:**
  - Validity of the passport should not be less than six months from the date of arrival in UAE.
  - If the traveller has a valid UAE visa and is re-applying again, the new application will not be processed until his / her old visa is expired.
  - If the traveller has overstayed on his/her previous visa, the new visa application will be rejected.
  - If refused, a UAE visa can be re-applied only after completion of the stipulated 45 days from the previous rejection. Non conformance to this time period can lead to refusal of the subsequent application.
  - Any applicant who is 'inside the UAE' and applies for new visa, the new visa application will be rejected by immigration.

- ✓ **Validity of 96 Hrs Visa:** With immediate effect the validity of 96 Hrs visa has been revised as below:-
- ✓ **Validity for Entry in Dubai-** 30 days from date of issue.
- ✓ **Validity for Stay-** Maximum 96 Hours from the time of issue.

Source: Udaan







**Shivani Misri Sadhoo**  
Founder  
Saarthi Counselling  
Services

# Out 'off-site' is **NOT** out of mind

While companies are recruiting employees in different cities and countries monitoring them can be an issue, here's how you can ensure productivity

A local employee physically shows up in your office every day. You can look into their eyes and gauge their nonverbal cues when they are communicating. You can take them into a conference room to collaborate with their team on projects. You can see when he/she is sitting at their desk and is working. You can tap on their shoulders and have an informal conversation if you like. However, in the last one decade, the technology supporting businesses has advanced in many folds. With easy and low-cost availability of high-speed internet connections, availability of advanced employee's online tracking and monitoring systems, facilities of web conferences and much more, employees are no longer bounded to geographical locations.

While recruiting off-site employees, companies should remember the following issues: -

## **MAKE TIME FOR REGULAR COMMUNICATION**

Off-site remote employees are generally prone to suffer from the fear that they would be forgotten. Hence, a firm should acknowledge employees fears by regularly communicating with them through emails, web-conferences, and/or calls.

## **BUILD TRUST AND COMMUNITY**

Break down the barriers of distance by systematically building a successful team culture. Communicate respectfully. Avoid sarcasm and teasing in distance interactions. Handle sensitive issues with discretion. And when in doubt, over-communicate

to prevent misunderstandings. Encourage informal communication to build bonds. Ask remote and on-site employees to occasionally call one another, even when an email would suffice.

## **INVOLVE OFF-SITE STAFFS TO CELEBRATE WINS AND LEARN FROM LOSSES**

Celebrate wins and learn from losses as a group. Bring remote and on-site employees together to debrief (video conferences are great for this). Discuss what worked, what didn't, and how the win or loss can help you grow stronger as a team.

## **SUPPORT NEEDS OF OFF-SITE STAFF**

Ensure that all off-site employees have the resources needed to be good employees and be productive. List obstacles to working well together and brainstorm potential solutions.

## **MAKE SURE OF TIMELY APPRAISALS**

Lots of times human resource managers forget to count off-site employee's appraisals, due to their missing manager feedback lists or other work monitoring reports that are easy to compute for on-site employees' vs off-site employees. Organisation must take care of this aspect because dissatisfaction of off-site employees is not easily recognisable.

## **REMUNERATE FOR INFRASTRUCTURE**

Offsite employees may not be enjoying other facilities that onsite employees enjoy. Hence remunerate them for telephone bills, internet connection and other charges that they bear to do the office work.



*Break down  
the barriers  
of distance by  
systematically  
building a  
successful team  
culture*





## IT&CM China apt for MICE exhibitors

The events aims to be the perfect platform to secure new MICE business opportunities



Bringing together Chinese and International MICE exhibitors and buyers in a dynamic marketplace, the IT&CM China will be held from March 21-23, 2017 at the Shanghai Convention & Exhibition Centre of International Sourcing, Shanghai. Recognised as the China's leading international Meetings, Incentives, Conventions and Exhibitions (MICE) business, education and networking event, the IT&CM China is a suitable platform for international and leading Chinese players in the MICE industry to explore business opportunities on all fronts – inbound, outbound and domestic. The three-day event will let the delegates witness best return on their investment in business through structured business appointments, exhibition showcase, seminar sessions, official networking functions and tours.

The event will also model some incentives for its exhibitors and participants through some exciting incentives, as follows:

- Sights and sounds of Shanghai with Pacific World
- Two pre-show, half-day city tours for selected buyers and media.
- Puxi, Xintiandi, French concession, networking cocktails by Accor
- Zhujiayiao Water Village, hosted brunch

The venue would highlight world-class gourmet menu, excellent hospitality, and facilities along with local and international performances. While networking with host destinations like Fiji, Argentina and Fukuoka one can preview the venues and capabilities, products and services of what these first-time exhibitors to IT&CM China can offer.

<b>MARCH 2017</b>		
INTERNATIONAL CONFEX 2017	Olympia, London	1-2
ETTA DOMESTIC CONVENTION	Hyderabad	3-5
ITB BERLIN	Berlin	8-12
INDIA TRAVEL MART	Goa	12-14
MOSCOW INTERNATIONAL MICE FORUM	Moscow, Russia	20
IT&CM CHINA 2017	Shanghai	21-23
EXPERIENCE CANADA WORKSHOP	Bengaluru	23
COTTM 2017	Beijing	29-31
UITT	Ukraine	29-31

<b>APRIL 2017</b>		
BIT	Milan, Italy	2-4
AITF	Azerbaijan	6-8
TRAVEL EXPERIENTIAL SHOW	New Delhi	8-9
RAS AL KHAIMAH ROADSHOW	Mumbai	10
RAS AL KHAIMAH ROADSHOW	Chennai	11
RAS AL KHAIMAH ROADSHOW	Delhi	11
SITT	Russia	13-15
KITF	Kazakhstan	19-21
CHINA WTF ( WORLD TRAVEL FAIR)	Shanghai	20-23
GITB	Jaipur	23-25
ATM	Dubai	24-27

<b>MAY 2017</b>		
ITB CHINA	Shanghai	10-12
EXPOTUR	San Jose, Costa Rica	10-12
WTM CONNECT ASIA	Penang – Malaysia	17-19
EXPO TOURSIM INTERNATIONAL	Panama City	26-27



# movements



**Adrian Kong**

Area Director  
South Asia (Mumbai)  
Singapore Tourism Board

Adrian Kong has been appointed as Area Director, South Asia (Mumbai) for Singapore Tourism Board. He will oversee STB's tourism promotion, marketing and developmental efforts in South & West India and Sri Lanka. Kong is well acquainted with the Indian markets, having worked earlier in India between February 2012 and January 2014 as a Manager with Singapore Tourism Board in Mumbai. Prior to his appointment as an Area Director, he was overseeing STB's Philippines office for 2.5 years.



**Rick Saggat**

Commercial Director  
Travelport

Rick Saggat joins Travelport in the role of Commercial Director for India and Sri Lanka. An innovative and seasoned airline and travel industry executive, Saggat joins Travelport from Flynas, having spent part of his early career in Travelport UK. Following the announcement that IndiGo signed its first ever GDS agreement with Travelport late last year, Saggat's primary focus will be working with Travelport's distributor in India, ITQ, to drive the Travelport business forward for this strategic sub-region.



**M. Kadiravan**

Vice President  
Corporate Division  
Nirvana Excursions

M Kadiravan, former Associate VP of online booking platform 24x7booking.com, has joined Nirvana Excursions as Vice President, Corporate Division. He excels in handling and contracting groups for International tours and has single-handedly managed and expanded the entire customised travel and MICE divisions of 24x7booking.com. He has also been solely responsible for setting up the holiday products division and designing all the new and innovative packages for the platform. Kadiravan has also been responsible for handling all-India sales and operations and product development for Via.com.



**Varun Goel**

Crowne Meetings Director  
Crowne Plaza Jaipur

Varun Goel has been appointed as Crowne Meetings Director at Crowne Plaza Jaipur. Earlier, he was with Hyatt Amritsar where he was handling the profile of Associate Director of Sales and was instrumental driving sales and positioning the hotel correctly. Goel has been associated with properties like The Taj Group of Hotels & Resorts and Lemon Tree Hotels earlier. He has done his graduation from IHM- A (Aurangabad) which is affiliated Huddersfield University (United Kingdom). Varun is passionate about travelling and driving to new places.



**Ajith Nair**

Director, Sales & Marketing  
Novotel Imagica Khopoli

AccorHotels announced the appointment of Ajith Nair as the new Director of Sales and Marketing for Novotel Imagica Khopoli. In his role, Nair will be responsible for leading and further improving all aspects of the sales and marketing communications, promoting brand strategies and providing the best of Novotel Imagica hospitality experience to the guests. A seasoned hotelier, Nair has been in the hospitality industry for over 16 years. Prior to joining AccorHotels, Nair was the Director of Sales and Marketing at Radisson Blu Resort, Karjat. He was also the Director of Sales & Marketing at Radisson Blu Resort, Goa, Alcon Victor Group of Resorts, Goa.

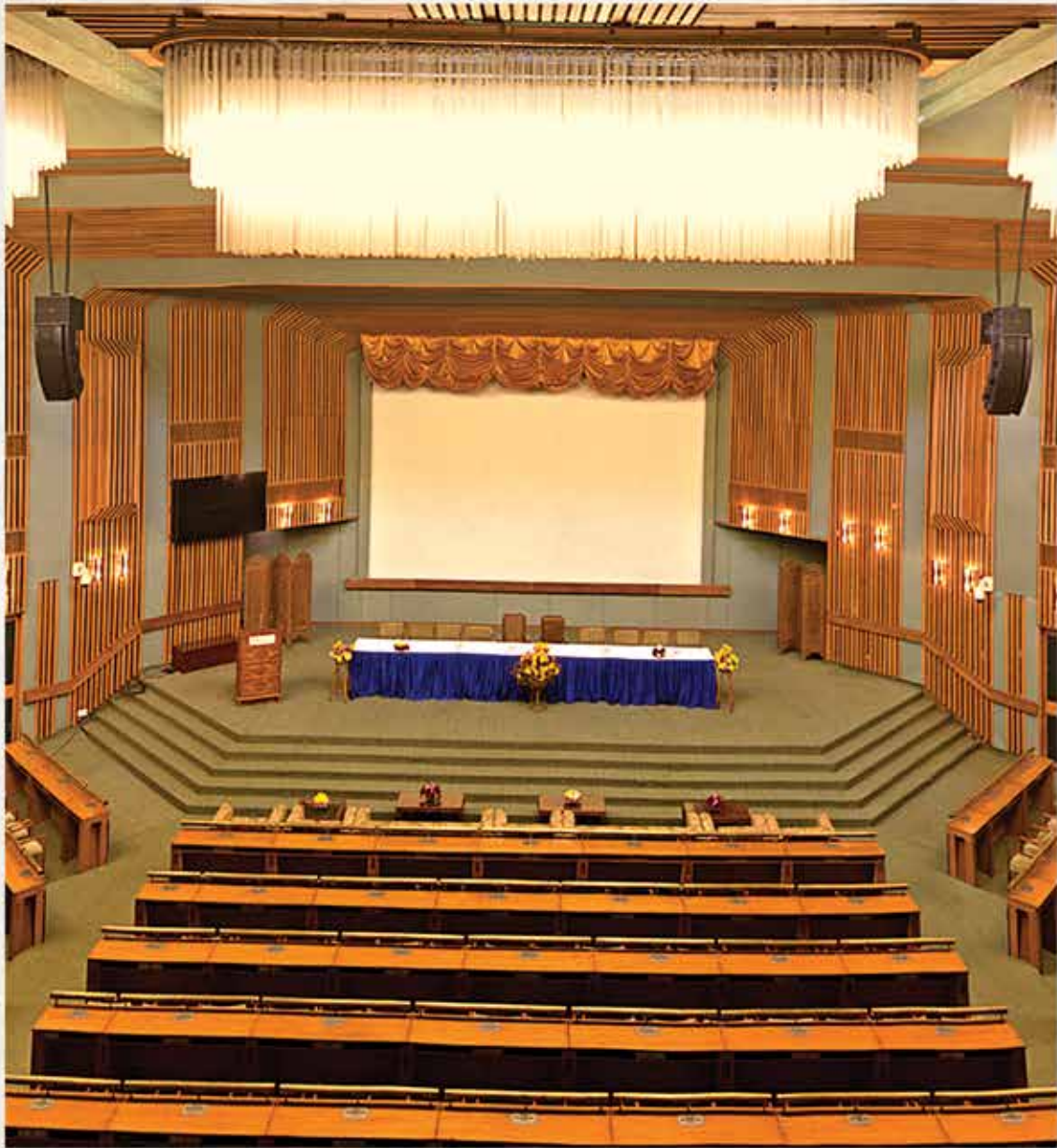


**Amit Ghosh**

Director of Sales  
Double Tree by Hilton  
Pune, Chinchwad

Double Tree by Hilton, Pune, Chinchwad has appointed Amit Ghosh as the Director of Sales. He has over 13 years of experience in sales and business development. Ghosh has earned his diploma in Hotel Management from IIAS, Kolkata. He started his career in sales with Amalgamated Bean Trading Company (Pune). He has managed several key accounts in hotels like Four Points by Sheraton (Pune), Oakwood Premier (Pune), Holiday Inn (Pune). Ghosh will be responsible for developing sales strategies through ideation and implementation of strategic sales plan.

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